



UNITED STATES MARINE CORPS

MARINE CORPS LOGISTICS BASE
814 RADFORD BLVD STE 20312
ALBANY, GEORGIA 31704-0305

BO 3040.1H

A520

28 Jul 03

BASE ORDER 3040.1H

From: Commanding Officer

To: Distribution List

Subj: CASUALTY ASSISTANCE CALLS PROCEDURES

Ref: (a) MCO P3040.4E

(b) BO 5060.17B

Encl: (1) Sample Casualty Assistance Calls Information Form

1. Situation. Marines take care of each other and the families of those with whom they serve. It is critical that Marines are there for each other when tragedy strikes and we lose a member of the Marine family. Mothers, fathers, spouses, sons and daughters in bereavement will form a lasting impression of the Marine Corps from how their casualty notification was conducted and the type of assistance provided during this extremely difficult period.

2. Cancellation. BO 3040.1G

3. Mission. The purpose of this Order is to provide amplifying guidance to the references concerning the casualty assistance calls procedure.

4. Execution

a. Casualty Assistance Call Officer (CACO). The Headquarters Battalion Adjutant is designated as the CACO for members of this Command.

b. Casualty Assistance Calls Procedures. Combat casualties and casualties from other commands require action that is different from casualties of this Command. The following notification procedures apply:

(1) Combat Casualties and Casualties Outside This Command. Normally, information of a casualty notification requirement will be passed telephonically from the Marine Corps District Headquarters in which the casualty occurred or, for combat casualties, Headquarters, Sixth Marine Corps District (MCD) to the Inspector-Instructor (I&I) Staff aboard MCLB. The

BO 3040.1H
28 Jul 03

I&I are tasked as part of their primary duties to handle all casualty notifications for casualties from outside commands. If the Officer of the Day receives a call concerning casualty notification assistance after normal working hours. The OD should put the caller in contact with the I&I Staff, Albany, at 639-5475/5476 or the I&I after working hours at 434-5684/5665.

(2) Casualties Within the Command. Persons having knowledge of a casualty in this Command shall notify the Headquarters Battalion Adjutant 639-6214 during normal working hours or the Officer of the Day 639-5206 after working hours. The Officer of the Day or the Base Adjutant will then notify the officers listed below in the order indicated. The enclosure should be completed prior to calling. Blank forms of the enclosure are maintained by the Officer of the Day and at Headquarters Battalion. The order of notification may be interrupted or stopped by the Commanding Officer, Headquarters Battalion. The order of notification is as follows:

(a) Battalion Adjutant.

(b) Provost Marshal.

(c) Logistics Command Adjutant or Staff Secretary who will notify the Chief of Staff and the Commanding General, LOGCOM.

(d) Commanding Officer, Headquarters Battalion.

(e) Director/Company Commander.

(f) Duty Chaplain.

(3) When a member of this Command becomes a casualty, the Battalion Adjutant will prepare and send a personnel casualty report immediately per reference (a).

(4) Casualty assistance calls for members of the Command whose next of kin reside within a reasonable distance will be accomplished by a senior member of the casualty's immediate unit, accompanied by the individual's company commander and the duty chaplain. The Battalion Adjutant will brief the individual assigned to do the casualty notification on proper notification procedures.

c. Conduct of Casualty Assistance Calls

(1) Unless otherwise directed by competent authority, casualty calls will be made between the hours 0600-2200 by an officer, in the appropriate service "A" uniform, who has been selected and briefed for the duty by the Base Adjutant. Casualty assistance calls will be conducted per reference (a).

(2) The duty Chaplain will accompany the CACO for the initial notification to the next of kin in all casualties defined as dead, very seriously ill, attempted suicide, severe injury, or an incurable or terminal illness per reference (a).

(3) Officers make casualty assistance calls as representatives of the Commandant of the Marine Corps and, as such, should express the Commandant's condolence and offer all practical assistance to the next of kin.

(4) Results of all casualty assistance calls will be reported to the Battalion Adjutant immediately after notification is made.

(5) Should difficulty be encountered in locating the next of kin, a call should be made immediately to the Commandant of the Marine Corps (MHP-10) DSN 224-1787 or COM (703) 614-1787/88, stating the problem. After working hours call the Marine Corps Command Center DSN 225-7366 and ask for the duty casualty officer. The Battalion Adjutant will also be informed and will render whatever assistance is possible.

(6) The CACO will be prepared to offer any required assistance and provide information to the next of kin of deceased Marines on rights and benefits that may accrue to them from the deceased Marine's military service. The CACO will also render all assistance feasible in procuring these benefits as set forth in reference (a).

d. Death of Dependents of Active Duty Military Personnel

(1) Dependents who become casualties essentially require the same treatment as that of active duty personnel.

(2) Condolences on the part of the Commandant of the Marine Corps and of the Command will be expressed.

(3) Benefits are limited in the case of dependent casualties, but do include transportation of the remains at Government expense to the designated place of interment.

e. Death of Retired Marines

(1) If notification is received concerning the death of a retired Marine, the I&I Staff will be notified as indicated in paragraph 6a above. The I&I Staff has the responsibility to prepare the Personnel Casualty Report for submission to the Commandant of the Marine Corps.

(2) All requests for funeral support for retired (deceased) Marines will be referred to the Sixth Marine Corps District. The Sixth Marine Corps District is assigned responsibility to establish which command will be tasked with providing funeral support. The point of contact aboard MCLB is the Battalion Operations Chief at 639-5130. Request for funeral support can be referred to the POC who will in turn provide notification to the Sixth Marine Corps District. Reference (b) provides guidance for providing memorial services.

f. Mass Casualties. A mass casualty situation will occur when two or more casualties are sustained. Upon notification mass casualties exist, the Battalion Adjutant will activate the Casualty Coordination Center. A mass casualty situation will require a large pool of personnel to facilitate casualty assistance calls, the escort of remains, and attendance of funerals. Personnel selected must be of the highest caliber. The Commanding Officer will make sure personnel nominated are capable of handling the assignment without reservation. Time constraints encountered during a mass casualty situation preclude detailed screening of personnel by the Casualty Coordination Center (CCC) and unless obvious deficiencies are noted, the person nominated for an assignment will be dispatched rapidly once briefed by CCC personnel. Persons assigned duty will be returned to their work sections only upon the completion of their duties and release by the Adjutant.

g. Casualty Coordination Center. The CCC will be activated under the supervision of the Battalion Adjutant. The CCC will be made up of three company grade officers (any MOS), one Admin Chief (0193) five clerks (0151s) to work in the CCC. The Chaplain will provide chaplains to accompany CACOs on casualty assistance calls.

5. Administration and Logistics

a. Administration

(1) Public Affairs Officer

(a) Request the local media (TV and radio) broadcast special telephone numbers to be used by the next of kin to contact the CCC.

(b) Request the local media broadcast/publish a public service message indicating that the next of kin of any Marine Corps casualty will be notified in person by a Marine Corps representative, emphasizing notification will not be made telephonically.

(2) The Disbursing Officer. Provide a 24-hour watch to issue death gratuity payments based on the submission of DD Form 397 authenticated by the CCC watch officer. The DD Form 397 will be delivered by the CACO and the death gratuity payment will be receipted for by the CACO. All death gratuity payment checks will be issued within 24 hours of delivery of the DD Form 397.

(3) Nomination of Personnel. In the event of mass casualties, when the implementing directive is issued, the Commanding Officer, Headquarters Battalion will submit three separate personnel lists (grade, name, SSN/MOS, duty telephone number, and home telephone number) of personnel nominated to perform as (1) CACOs, (2) escorts for the remains of deceased personnel, and (3) representatives at funerals.

(4) Comptroller. Provide a block of travel order numbers (TON) to the Base Adjutant, once a decision has been made by the Commanding Officer to provide a representative (exclusive of the escort of the remains) to attend the funerals. The number of TON's required will be estimated by the CCC based on the anticipated number of representatives required.

(5) Battalion Adjutant. Act as casualty assistance coordinator and take responsibility for:

(a) Ensuring CACOs receive appropriate reference material for carrying out their duties.

BO 3040.1H
28 Jul 03

(b) Ensuring CACOs are thoroughly briefed on their responsibility prior to making any notification of casualties.

(c) Maintaining a personal file on each known casualty of the Command per reference (a).

(d) Issue temporary additional duty (TAD) orders and coordinate travel arrangements for escorts of the remains and representatives, based on submission of TAD requests from the CCC.

(6) Base Personnel Officer

(a) In the absence of the Base Adjutant, take all required actions to coordinate and implement this Order.

(b) Provide the Base Adjutant with a briefing and a copy of action completed/pending as soon as practicable.

(7) Commanding Officer, Headquarters Battalion

(a) Take appropriate action to notify next of kin for casualties within the Command in coordination with the Base Adjutant.

(b) Provide a funeral detail per reference (b) if required.

(8) CACOs

(a) Be familiar with the contents of this Order and reference (a).

(b) Be prepared to make casualty assistance calls on short notice, in the proper uniform, and in a manner befitting a representative of the Commandant of the Marine Corps and this Command.

(9) Officer of the Day/Supernumerary. Be familiar with the contents of this Order.

(10) Chaplain. Be prepared to perform functions in connection with the casualty assistance call procedures established in this Order.

BO 3040.1H
28 Jul 03

b. Logistics. Director, Installation and Logistics Division will ensure sufficient vehicles and drivers are available to transport CACOs and chaplains. The number required will depend on the number of next of kin residing in the Albany area. The watch officer in the CCC will call for vehicles and drivers.

6. Command and Signal

a. Command. This Order is applicable to MCLB Albany and tenant commands.

b. Signal. This Order is effective the date signed.


J. R. WINGARD

DISTRIBUTION: B1
Dir, 6th MC District (2)
OD (2)
Adjutant (20)
Chaplain